



# INTEGRATION TECHNOLOGY TIMES

*“Insider Tips To Make Your Business Run  
Faster, Easier, And More Profitably”*



“As a business owner, I know you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems finally and forever!”  
- Karen Bowling, Integration

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## **Here Are 3 Things You Should Absolutely Demand From Your IT Services Firm...**

### **Are You Getting Even One Of Them Now?**



Even as businesses across the country go completely digital, and the entirety of their precious assets are stored on servers, the quality of many IT services providers has plummeted. In a misguided attempt to cut costs and save money, some shortsighted businesses are unable to see the utility of accurately priced IT options, so they opt for lower-tier, “break-fix” firms to keep their network afloat. Instead of paying monthly fees for managed services, they call up an IT professional only after something has broken down and pay them by the hour.

This strategy certainly saves money in the short term, but it opens your business up to all kinds of technological disasters in the long haul. These disasters range from vicious cyber-attacks that punch through the gaps in

your security to total server failures that cause you to lose thousands of dollars of essential data. Break-fix technicians only get paid when something in your system breaks. They have no incentive to be proactive with your network or to detect potential concerns before they become a full-blown crisis. What’s more, they’re unfamiliar with your network, increasing the amount of time it takes to get your network up and running in the midst of a crisis. Over time, this “if it ain’t broke, don’t fix it” approach will end up costing much more than a managed services provider.

When you’re shopping for the best IT services provider for your business, it’s important to remember ...

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just how much you depend on your technology to stay competitive in today's marketplace. Here are three standards you absolutely need to demand from your team of IT experts before disaster strikes.

## Constant Monitoring Of Your Network

The best managed services providers aren't reactive - they're preventative. Instead of waiting around until something breaks and your business suffers hours of downtime, they keep an eye on your network 24 hours a day, seven days a week, ensuring nothing goes amiss. By gaining an intimate knowledge of the way your particular network operates, they can see any inconsistencies or holes in your security long before they become a problem. And if an issue does arise, they are there to fix it immediately - usually before the business owner even realizes there's a problem.



## Rapid Response Times

Since your MSP is regularly monitoring your system, they're ready in the event that any potential catastrophe might rear its ugly head, taking a proactive stance before it hits your bottom line. You don't have to wait on hold to find out when the next technician may be available, ticking away precious

minutes, hours or days before the problem is addressed. When something happens, the MSP is immediately on it, and since they know your network, they can iron out any hiccups in record time.

## A Real Investment In Your Success

Since MSPs depend on the success of your business to survive, you can bet they're doing everything they possibly can to keep your network running smoothly. It's in the MSP's own personal interest to establish a flawless, predictable system that is efficient and easy to work with. Over time, the MSP will implement repeatable processes to fix issues before your customers feel their effects. Because if the customers experience the problem, the MSP will, too. Unlike break-fix technicians who depend on outages to get paid, MSPs will work with you to build a system that requires the least possible effort on both of your parts. This means your system will integrate seamlessly with your day-to-day activities and rarely suffer any issues at all.

Partnering with a managed services provider may cost a little more upfront, but within months, you'll experience the massive benefits of a team of IT professionals who actually want your business to succeed. In the long run, the peace of mind and sheer volume of crises you avoid with an MSP will far outweigh the cost.

## Funny Quotes and Jokes



**What is the world's tallest building?**

–the library because it has the most stories

**Name the next letter in this sequence:**

**J F M A M J J A S O N ?**

D. The sequence contains the first letter of every month, in order

**I'm an odd number. If you take away one of the letters in my name, I become even.**

**What number am I?**

Seven. (Take away the S!)

**How do you make the number one disappear?**

Add the letter G and then presto—it's Gone!

**Can you name three consecutive days without using the words "Wednesday," "Friday," or "Sunday"?**

Yesterday, today, and tomorrow.

“Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend.”

Melody Beattie

# Follow These Basics To Help Protect Your Company From Cybercrime

Modern businesses spend a lot of time and resources protecting themselves from the latest scams and cybercrimes, but it's important not to lose sight of the basics. The same goes for your team. Everyone in the company should be well-versed in essential security principles. Security protocols should be thoroughly documented and included in every new employee's training. Strict policies for violating these items should also be detailed.



Your security plan should mandate strong passwords, requiring users to only ever connect to the network via VPN, with guidelines for regular password changes. A little prevention goes a long way — remembering the security basics and doing some research are the best ways to protect yourself and your company.

## 6 Ways To Work Smarter, Not Harder, And Be MUCH More Effective At Work

1. Avoid out-of-control to-do lists.
2. Measure your results, not your time.
3. Try to keep a positive outlook.
4. Communicate effectively.
5. Create (and stick to) a routine
6. Stop multitasking.

“Success breeds confidence, and confidence breeds success. It's a virtuous cycle that begins when you commit yourself to spending the time and effort it takes to raise your level of skill.”

## Computer Service

- ⇒ Pro-Active Customer Care
- ⇒ Onsite Computer Service/Support
- ⇒ Network Management/Support
- ⇒ Network & Server Installations
- ⇒ Network Security & Firewalls
- ⇒ Cloud Solutions & Hosted Email
- ⇒ Secure Remote Access / VPNs

## Healthcare Services Provided

- ⇒ Medical, Dental, Radiology
- ⇒ Software & Hardware Integration
- ⇒ Security Solutions

## Ask us about — Managed Services

How would you like to pay a flat rate and have us take 100% responsibility?

How would you like new equipment, service and support for a flat rate and refresh every 3 years?

## Backup & Disaster Recovery

- ⇒ Business Continuity
- ⇒ Secure & Compliant Offsite Backup
- ⇒ HiTech BDR

## Email, Web & Archiving

- ⇒ Spam Filtering
- ⇒ Email Hosting
- ⇒ Email Encryption & Archiving
- ⇒ Website Hosting
- ⇒ Customer Hosting Server

## VOIP (Hosted)

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How would you like the security of knowing that your data is safe and protected?

How would you like a VOIP phone system that is cost effective, saves you money, and you can take it home or vacation and work as in the office?



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